

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

MA&UD - Ease of doing business initiatives and introduction of paper less system in Municipal Administration and to improve the service delivery by the ULBs – IT initiatives implemented in the last two years – Setting up an in-house e-Governance team of resources from AP Center for Financial Systems and Solutions (APCFSS) to maintain and enhance the existing software applications - Orders – Issued.

MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT (UBS) DEPARTMENT

G.O.Ms.No.117

Dated:10 -03-2019

Read the following:

From Director Municipal Administration, Guntur Lr.Roc. No. 20024 /
425/2018/A1, Dt.01-12-2018

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ORDER:

The Director, Municipal Administration, Guntur in the reference read above has submitted that as a part of ease of doing business initiatives and introduction of paper less system in Municipal Administration and to improve the service delivery by the ULBs and to improve transparency & accountability among the employees, the department has embarked on several IT initiatives. These IT initiatives facilitate citizens to get their services on timely basis and with quality. These eGovernance initiatives benefits both municipal functionaries and citizen. Municipal functionaries are being empowered with the technologies to serve better to various stakeholders in the ULBs. The IT initiatives implemented in the last two years are (a) **eMunicipal ERP** (b) **Public grievance (Puraseva)** (c) **APDPMS (Plan Management)** (d) **APPMS (Works Management)** (e) **GIS/Drone Technology** (f) **Command control system** (g) **Real Time Monitoring System (RTMS)** Some of the benefits of implementation of these initiatives are:

- Electronic delivery of Municipal Services right from the application receipt stage to tax payments in Property Tax, Water Charges, Licensing and other services by the ULBs
- Paperless system for Development Plan Management to enable the citizen to do everything online without the hassle to visit the Municipal office.
- Quick redressal of grievances by means of App/Portal/Phone calls and instant feedback to the citizen on the service performance.

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- Comprehensive ERP comprising of fully integrated modules for Property Tax, Water Charges, Trade License, Non Tax Revenue, Works and Finance Modules. These modules enable the municipal functionaries to serve various stakeholders as per citizen charter.
- Integrated ERP provides for accrual based accounting in compliance with 13th FC stipulated conditions and AMRUT reforms.
- GIS Integration provides for integrating various layers of information collected using satellite imageries with Municipal ERP. It enables proper maintenance of Tax cadastral and improves the identification of developmental opportunities.
- APPMS Works module enables the Municipal Engineers to effectively implement various developmental and maintenance works. This system enables them to monitor all works end to end.
- Real Time Monitoring System (RTMS) for monitoring the service levels of sanitation maintenance in ULBs. Reports can be drilled down to the gate level to ascertain the sanitation maintenance in ULBs. It provides real time reports on Black Spots and monitors action to make them as Green Spots.
- Similarly, DPMS is a comprehensive Web based application for various town planning approvals including Building plan approvals and covers end to end process.

2. The above applications are funded under the budgetary support from the State Government, Project funds of APMDP, AMRUT etc. These projects are nearing completion and alternate resources are to be arranged on urgent basis, so as to sustain the above eGovernance initiatives on long run. In order to meet the goal of sustainability of the resources required to maintain the above applications, there is every need to form an e-governance In-house team of technical resources under the control of DMA, AP, Guntur.

3. The AP Center for Financial Systems and Solutions (APCFSS), Vijayawada have submitted a proposal for eGovernance Wing for DMA by setting up an in-house e-Governance team of resources from APCFSS to maintain and enhance the existing software applications as per requirement and also proposed a revenue model for financing the following costs.

Cost Description	Capital Cost	Recurring Cost	Total
In House Project Management Unit at the office of DMA		Rs 7,94,52,893	Rs 7,94,52,893

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Infrastructure for the Unit	Rs. 1,16,00,000		Rs. 1,16,00,000
Storage solutions for the applications		Rs 4,00,00,000	Rs 4,00,00,000
Total	Rs. 1,16,00,000	Rs 11,94,52,893	Rs 13,10,52,893

4. The Director Municipal Administration, Guntur further reported that the AP Center for Financial Systems and Solutions (APCFSS) has also stated that modalities of the work can be finalized based on the requirements and as per the needs prevail at the time of contracting. Currently the ERP and eGovernance applications are being run by different service providers such as eGovernments Foundation (AIP), Softech Engineers Pvt. Ltd., Cntrl-S (Storage) and Karvy Data Management Solutions (System Integration). The proposal of the APCFSS provides with single stop solution for all services like application maintenance, storage and project support in the place of existing three vendors and it enables better coordination and prompt service. The ERP and eGovernance modules interact with various software applications of the other government agencies for data sharing. APCFSS is a nodal agency for all the government IT projects and has the necessary integration capabilities since many of the government IT projects like Comprehensive Financial Management System (CFMS) are being implemented by them. This capability is vital for the success of the ERP and eGovernance modules since all these modules depend a lot on the other software applications like CFMS of the government. Moreover being a nodal agency for the government IT projects, the APCFSS maintains its software applications consistent with the State Government IT and data standards. Entrusting the work to APCFSS brings the consistency in the ERP and eGovernance modules and these modules will be better aligned with the government standards and ePragathi project. APCFSS contract enables better marketing of data generated from GIS Base Maps since the agency is currently catering to many of the Government Departments which require GIS info layers for their software applications. Further when the delivery of a service is entrusted to APCFSS by any Government department, the relevant rules of hiring a third party service provider are deemed to be relaxed in view of the strategic control that the Government of Andhra Pradesh shall have on APCFSS as per the Para 5(v) of the orders issued vide reference 2nd cited.

5. Government vide U.O.Note No 16023/14/Dir.(IT)/2017 Finance Department dated 27.03.2017 have clarified to allow APCFSS to render services to various Government departments and agencies in a seamless manger.

6.. The Director of Municipal Administration, Guntur has therefore requested the Government to issue necessary permission for an In-House Project Management Unit at the Director of Municipal Administration Office.

9. Government after careful examination of the above and in order to sustain the IT initiatives being implemented in the last two years and to meet the goal of sustainability of the resources required to maintain these applications in the long run, the Director of Municipal Administration, Guntur is hereby permitted

- a. To set up an In-House Project Management Unit at the DMA Office to undertake the activities of present service providers namely eGovernments Foundation, Softech Engineers Pvt Ltd., Cntrl-S and Karvy Data Management Solutions as per the proposal submitted by the APCFSS.
- b. To enter into a Statement of Work (SOW)/Contract with the APCFSS as per the proposal in line with the Para 5(v) of the orders issued vide G.O.Ms.No. 192 Finance (IT) Department dated 07.10.2016 and as per the instructions of the Government dated 27.03.2017 of Finance (IT) Department
- c. To issue orders on charging the concerned Parties/Users on usage of the software applications to finance and sustain the project costs as indicated below:

Application	Chargeable Parties	Charging Basis	Proposed Charges
eMunicipal ERP	ULBs	Per Transaction/Service Request	Rs 5/-
APPMS – Works Module	ULBs, CRDA, PH Engineering Department, Greening Corporation, Housing, ADC and UDA's	Percentage on Estimate Amount	0.15% on estimate amount
	Labour Dept.	Percentage on Labour Cess recovered from work bills	2% of the Labour Cess recovered
	Mines & Geology dept.	Percentage on Seigniorage Charges recovered from work bills	5% of the Seigniorage Charges recovered
APDPMS – Building Permissions	Building Permission Applicants of ULB's and UDA's	Per application	Rs 500/- per application
	Labour Dept.	Percentage on Labour Cess collected on Building Plans	2% of the Labour Cess recovered
	Mines & Geology dept.	Percentage on Green Fee collected on building plans	5% of the Green Fee collected
Drone Data Sharing – ULB Imagery	Third party beneficiaries	Based on service usage	10% of actual cost
GIS Info and layers of information – Layers and Base Maps etc.	Third party beneficiaries	Based on service usage	10% of actual cost

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- d. To open a Current Account in State Bank of India for the purpose of keeping the User Charges in this Account, by making necessary changes in the software applications allowing the Users for real time remittances and also to utilize the proceeds of the User Charges exclusively for the purpose of making payments to the APCFSS from the said Account towards maintenance and enhancement of the existing software applications, strictly as per requirement.
- e. To permit the DMA to utilize the accrued amount which will be collected from the stake-holders, for the following purposes: -
 - A. To design, develop, customize& implement various ICT/IOT Applications for the use of the Department.
 - B. To construct Buildings (Training Centres) @ State Head Quarters, Regional Head Quarters and District Head Quarters for the purpose of providing comprehensive capacity building training Programmes to various municipal functionaries.
- f. To procure Desktops, Computers, Laptops etc., to run the e-Governance Unit.
- g. To engage Vehicles on hire basis for supervision of e-Governance activities in the ULBs by the higher officials.
- h. To defray the TA/DA and other miscellaneous expenditure to the Employees/Officers drafted for the purpose of Inspection& training to ULBs
- i. To digitize the important Office Old Files
- j. To purchase Stationary and Computer peripherals for the e-Governance Unit.
- k. To incur other miscellaneous expenditure in connection with functioning of e-Governance Unit.

10. The Director of Municipal Administration, Guntur shall take necessary further action in the matter.

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11. This order issues with the concurrence of Finance Department vide their U.O.No FMU0MRAS/38/2018 (C.N0.720018), dated 04-01-2019.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

R.KARIKAL VALAVEN
SPECIAL CHIEF SECRETARY TO GOVERNMENT

To
The Director of Municipal Administration, Guntur.
Sf/Sc

//FORWARDED BY ORDER//

RESEARCH OFFICER